

CCSU Master's Program in Marriage and Family Therapy

Policies and Procedures

Use and Availability of Technology and IT Services

Successful completion of the program requires management of several technological “tools of the trade.” It is required to have consistent access to a computer, printer, word processing software (such as Microsoft Word) as well as reliable internet in order to access email, Blackboard Learn, electronic library services, and on-line learning platforms (i.e., WebEx, Microsoft Teams, Blackboard Collaborate), and TaskStream. Many of the software packaged needed for successful academic applications (e.g., Microsoft Office 365, Adobe Acrobat, WebEx, etc.) are available to students at no charge through the university license. You are given a university e-mail account and are expected to check your e-mails regularly. You may link your academic account to your personal account through the “Account Management” link through the Central Pipeline (the link is on the CCSU homepage). Normally, students would have unfettered access to the Student Computer Center in the Marcus White building Annex. With the severe restrictions in on-campus services, it is recommended that students invest in some basic electronic tools, as mentioned above.

TaskStream Requirements:

All students within the Marriage and Family (MFT) program are required to submit electronic evidence of their academic work at various points in their training. Therefore, a TaskStream account is required for all students. It is the responsibility of the student to purchase a TaskStream subscription and to have that subscription activated during any semester in which the submission of electronic evidence is required.

Subscriptions to TaskStream and ongoing access to the platform go through BlackBoard Learn (https://ccsu.blackboard.com/webapps/portal/execute/tabs/tabAction?tab_tab_group_id=131). Locate the TaskStream link on the upper left-hand portion of the BlackBoard Learn webpage and follow the instructions for subscribing and subsequently to access your account. Your account will be linked to your BannerWeb account and all of your courses will be populated with the courses you are taking. For each of your courses, there will be access points to upload assignments, required documents, etc. Your faculty instructor, once you have inputted your assignment, can access your work and the grading rubric attached to your account for each assignment. You will also be submitting files documenting your clinical and supervisory hours during your internship (MFT 585).

Use of Personal Electronic Devices in Class

For on-the-ground courses, it is important that you are able to concentrate in class and also to refrain from distracting your fellow classmates. The use of cell phones, smart phones, tablet devices and computers (other than for taking class notes) is not allowed during class time, and you are to turn off your devices during class (you may use them during breaks). If you do use a computer for note-taking, web-surfing or other activities not directly related to class activities (such as e-mail, texting, social media, etc.) is not allowed. Students who bring computers and misuse them in class will be asked to not bring their computers for future classes and final grade may be impacted negatively. When a personal emergency, family care responsibilities or employment situations *require* access to electronic communication devices, arrangements must be made *in advance* with the instructor.

Students may not post ANY material from classes on the internet or other personal networking sites without the explicit, written permission of the instructor and all other class participants. Electronic audio or video recording of the classroom environment is prohibited unless permission is given by the instructor prior to recording. Students who need to use voice recorders for class lectures must receive the explicit permission of the instructor in order to do so.

The use of computers in the classroom is a privilege, not a right. Student behavior should be courteous, respectful of others, consistent with the expectations set forth by the university. Please know that we take student conduct seriously. It is inappropriate and unethical to disparage other professionals in any forum. At no time is it acceptable to make comments disparaging the reputation of a classmate, instructor, other professional, program, department, or University online or offline, in or out of class.

If inappropriate usage of technology is brought to our attention, the instructor and/or faculty will take immediate action. If computers or similar electronic devices are used for texting, e-mail, or internet connection (without the explicit permission of the instructor), the instructor may revoke the privilege of using a computer in that class.

Technology requirements for On-Line Courses

Typically, all MFT courses will be taught live, on campus. However, due to the restrictions on on-campus teaching as a result of the COVID-19 pandemic, we have been required to move temporarily to an on-line format.

Due to safety concerns stemming from the COVID-19 pandemic the university is taking strong precautions to protect the health and well-being of students, staff and support personnel in many ways. While CCSU is slowly moving toward resumption of on-campus classes, many courses will be taught online via the various platforms available such as WebEx, Microsoft Teams, Blackboard Connect, and other computer-based vehicles for connecting. As students, you will have access to these platforms through your BlueNet account.

We will primarily use University-sanctioned platforms such as WebEx, Microsoft Teams, or Blackboard Collaborate to create a virtual classroom environment. These platforms allow for various ways of “showing up”, participating, creating virtual small groups, sharing materials on-screen, and sharing ideas. We have been learning more about how to create a successful learning experience and are continuing to learn more. Our hope is that we will work collaboratively to share feedback, techniques, tips, and creative ideas of how to make online learning a positive experience for everyone.

Please Note: The use of the Zoom platform is not permitted for university teaching and learning purposes and such use constitutes a breach in legal contractual obligations of the university.

Here are some basic tips for virtual classroom use of on-line learning:

- 1) The instructor will provide you with an invitation or instructions to log onto the class – it will be sent to your CCSU e-mail address. You can go on the CCSU website under “Account Management” and link your CCSU e-mail to a personal account.
- 2) Log on a few minutes prior to the start of the class.
- 3) Be sure to locate yourself in a private space where you will not be interrupted – in your home or office. This is particularly important for clinical courses, such as practicum seminar and internship supervision. Please avoid attending class by sitting your car or being in a public place or other places where you can be easily distracted and not be able to participate freely. If your space is a bedroom, please position your camera away from the sleeping area, if possible – you are engaged in a professional endeavor and should try to maintain a reasonably neutral decorum. **For safety and avoidance of “distracted driving”, please do not drive while you are attending class.** Arrange your space and relationships while you are attending class as if you are physically attending class on campus (e.g., arranging for childcare, not answering house phone calls, setting boundaries with your family members, etc.). This is particularly important for courses (i.e., practicum and internship) in which clinical material is being shared and processed.
- 4) While there is instruction taking place, please mute your audio unless there is open discussion or if you would like to ask a question. Your instructor may also give instructions regarding muting your video for various reasons.
- 5) Instructors vary as to how to utilize the CHAT feature to ask questions or make comments regarding the materials. Some of the platforms also have a “hand raise” feature that indicates that you have a question or comment.
- 6) Since confidential information will be shared in this class, please do not record online classes. Similarly, do not repeat personal details presented in class discussions.

- 7) Try to maximize bandwidth so that you have as clear a signal as possible:
 - a. If possible, plug your computer directly into the internet modem.
 - b. If using wi-fi, be near the router, if possible.
 - c. Consider purchasing a wi-fi extender for your home to boost your signal.
- 8) Instructors will be inserting periodic breaks during class. If you need to step away during a non-break time, be sure to mute your microphone and video and turn your video back on when you return.
- 9) If you will be doing presentations, it would be wise to practice online platform skills. The university has many tutorials for learning and practicing various functions and skillsets.
- 10) For presentations, all platforms have a “share screen” function that allows students to share their materials (e.g., PowerPoints, videos, etc.) with the class and instructor. The university also has a subscription to Kaltura, which allow members of the university community to produce excellent quality videos.
- 11) Self-Care: Be mindful of your comfort – Online learning also involves a lot of sitting and exposure to a computer screen. If you need to move around a bit, please feel free to do so – just mute your video until you are re-seated. Also, take “eye breaks” and look away from the screen from time to time. Stay hydrated and nourished!

Access to Technology and Services

The university provides access to both hardware and software for the CCSU community.

The university has a license for Microsoft Office 365, which provides web-based access to the various programs in the Microsoft Office suite (e.g., Word, Excel, PowerPoint, Access, Publisher, and many more). There is also access to Adobe products (e.g., Acrobat, etc.).

The university also can provide on loan various types of educational equipment, such as laptops, projectors, and other electronic tools for both faculty and students. Please contact the Media Center if you have technology needs (<https://www.ccsu.edu/mediaCenter/index.html>). The availability of equipment may change based on the university COVID-19 policies.

For further information on obtaining both software and hardware, go to the Information Technology webpage (<https://www.ccsu.edu/it/>).

If you run into any problems with technology, you can contact the IT Helpdesk by email at techsupport@ccsu.edu, or by phone at 860-832-1720

Library Services and Technology

CCSU’s Elihu Burritt library offers state-of-the-art electronic access to various research vehicles, including databases, electronic interlibrary loan, tutorials, and other materials and services. To learn more, please go to their website at <https://library.ccsu.edu/wp/2020/08/21/library-services-for-fall-2020/>.